Oracle Communications Provisioning Overview

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ORACLE

Oracle Communications Provisioning sets a new standard in multiservice, next-generation provisioning control and is at the forefront of service delivery innovation.

OVERVIEW

Oracle Communications Provisioning is a next-generation provisioning control solution that streamlines service fulfillment, igniting new, emerging services and efficiently turning up high-volume mass-market services, all on one convergent platform. By enabling the accelerated and cost-effective delivery of new services and by automating and optimizing order change processes, Oracle Communications Provisioning empowers service providers to deal strategically with ongoing change in the service lifecycle.

THE CHALLENGES OF CONTINUOUS CHANGE

In today's highly complex and rapidly evolving communications industry, change is the only true constant. Change is happening at all levels and has a direct impact on key aspects of the business, such as operational efficiency, customer satisfaction, and financial profitability. The need to deal effectively with change is one of the most important considerations in tactical and strategic service delivery.

At the industry level, service providers must embrace the rapid pace of technological change and the continuous drive toward greater network and service convergence. At the market level, where there is increased competition and strong demand for innovative new services, service providers must find practical and cost-effective ways to accelerate the delivery of these services. And at the customer level, where a service order can go through multiple iterations and updates, service providers must find efficient strategies for managing order changes.

All these forces have a profound impact on how services are provisioned. In this environment, service providers need a sophisticated, scalable, next-generation provisioning platform that

- Reduces costs, streamlines operations, and enables efficient service bundling by automating provisioning across multiple technology and service domains
- Provides a low-risk and cost-effective time-to-market strategy for quickly launching new services
- Leverages change management processes to address the costly and inefficient problem of order changes

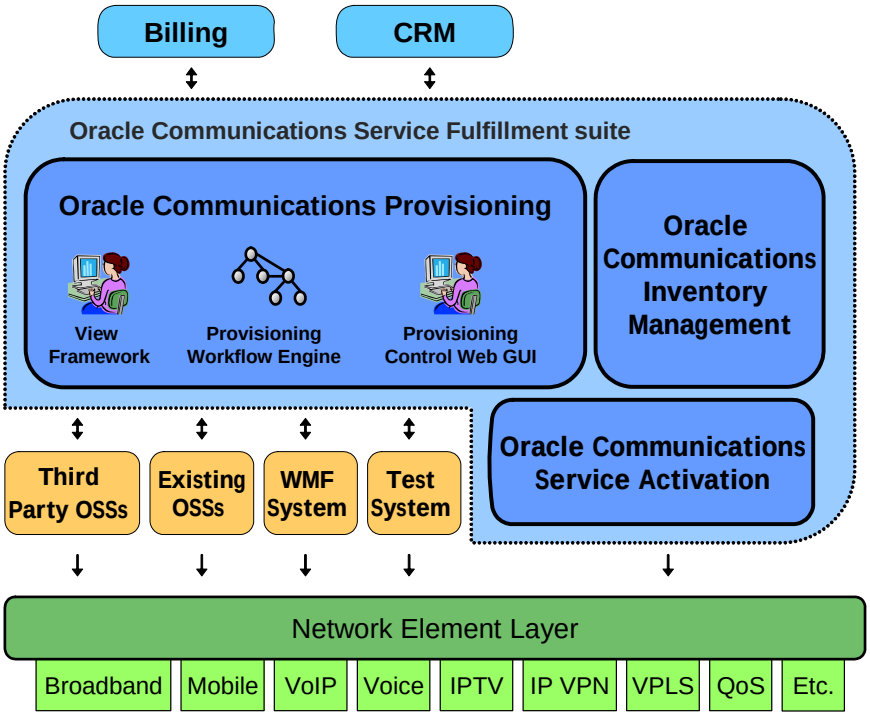
- Enhances operational control and visibility by providing targeted, timely, and actionable provisioning information
- Offers prebuilt, service-specific process management tools to minimize service setup costs and launch times
- Enables true order-to-activate automation through streamlined integration with other key service fulfillment components, such as service activation and inventory management
- Delivers unparalleled scalability and performance for the largest and most complex multiservice and multitechnology environments
- Provides a standards-based future-proof architecture that can evolve seamlessly and cost-effectively with each technological development and business need

Scalable for high volumes and easily adapted to both manual and automated provisioning processes, Oracle Communications Provisioning is deployed by many Tier 1 service providers worldwide for a variety of complex, next-generation services, including IP, voice, VoIP, and broadband.

ORACLE COMMUNICATIONS PROVISIONING

Oracle Communications Provisioning orchestrates critical back-office provisioning control functions between business and operations support systems (BOSS) to complete service and network orders in a complex, multiservice, next-generation environment. The solution provides a single automated solution for all provisioning control requirements, including high-volume mass-market services and the more-complex designer services and network buildouts. Oracle Communications Provisioning's flexible and standards-based architecture supports seamless interoperability with both legacy and commercial applications within the BOSS ecosystem and empowers service providers to customize and localize the provisioning environment to meet their specific business needs, rules, policies, and procedures.

As part of Oracle Communications Service Fulfillment suite, Oracle Communications Provisioning can be deployed as a standalone solution or as part of an integrated modular solution with other Oracle Communications BOSS components. By enabling service providers to deal effectively and efficiently with ongoing change in the service and network provisioning cycle, the solution offers many unique and compelling benefits.



Oracle Communications Provisioning and the OSS/BSS infrastructure

Multiservice Provisioning Control

Oracle Communications Provisioning empowers you to leverage the full multiservice potential of your business, including the ability to streamline service delivery processes enterprisewide and to offer attractive and competitively priced service bundles.

Through its flexible next-generation architecture, Oracle Communications Provisioning supports one-stop provisioning control for all services and technology domains, including DSL, voice over IP (VoIP), IP virtual private network (VPN), IPTV, and mobile services. This flexibility allows you to gradually rationalize and optimize over time the delivery of multiple services, including both traditional and next-generation services, on a common next-generation platform.

Oracle Communications Provisioning's robust architecture provides integrity across the entire provisioning process. A request consisting of multiple services is coordinated for each service and is provisioned in the correct sequence on the required service delivery components. It provides a full audit trail of each provisioning request and supports a range of advanced processing features, including order control, cancellations, order suspends and resumes, supplementals, and intelligent change management.

The solution's multiservice provisioning control capability offers several important benefits:

- Enhances transactional integrity and enables real-time service delivery for complex, multiservice provisioning requests

- Reduces operational and capital expenditures by enabling system consolidation as you transition to a more cost-effective single multiservice provisioning platform
- Simplifies the overall OSS architecture by insulating and abstracting complex provisioning processing details from upstream systems

Accelerated and Cost-Effective Delivery of New Services

Oracle Communications Provisioning allows you to evolve your BOSS infrastructure in a way that best matches demand with current operational and financial constraints.

As you look to launch complex next-generation services in today's hyper-competitive market, you must deploy a provisioning strategy that enables quick wins but also lays the foundation for long-term business success. Oracle Communications Provisioning provides this capability with its unique time-to-market approach. This approach enables the cost-effective and strategic delivery of a new service throughout the entire service lifecycle—from service incubation to service maturity. It recognizes that it is risky to devise a complete end-to-end solution for an emerging service at the outset when so many factors, such as consumer demand and behavior, infrastructure technology, and operational constraints, are still evolving.

By leveraging the solution's Web interface and support for controlled manual processes, you can quickly launch initial pilots and market trials for a new service without having to invest heavily in automated interfaces with other parts of the BOSS ecosystem. As service demand grows and processes become standardized, you can gradually leverage the full automation and architectural benefits of Oracle Communications Provisioning's next-generation platform. This involves setting up automated interfaces with upstream and downstream BOSS solutions, collecting and displaying all relevant provisioning data for a given order, setting up efficient exception management processes for handling order fallouts, and fully automating the provisioning tasks required to complete an order.

Efficient and Automated Management of Customer Order Changes

Few orders, if any, are static. Order changes—such as supplemental service orders, modifications, or cancellations—are often requested after the service fulfillment process has been initiated. As order complexity continues to increase, it is not uncommon for an order to undergo multiple changes during the provisioning process. Manual intervention to manage in-flight order changes is a time-consuming and costly effort that often results in increased order fallouts and slower service delivery.

Oracle Communications Provisioning, through its innovative intelligent change management technology, tackles the costly problem of order churn by automating customer order changes for all services and technology domains. The solution analyzes the impact of every order change, and then automatically generates a compensation plan. Downstream effects of the order change that are often overlooked by operations personnel when manually processing the change—such as the need to change a port to meet the new bandwidth requirement—are

pinpointed and efficiently addressed in the plan. Oracle Communications Provisioning then optimizes the plan and executes it with the least amount of rollback and redo activities through to order completion.

Strategic Use of People in Service Provisioning

Automation is always the desired goal. However, when provisioning processes for emerging services are still evolving, or when human judgment is required to correct order fallout, total automation is not always possible or desirable. At this stage, it makes better sense to leverage your people than to make big investments in the BOSS infrastructure. Manual intervention and expert analysis by operations personnel are critical to establishing and refining operational processes. Oracle Communications Provisioning addresses this need with powerful built-in features that support the strategic use of controlled and semiautomated manual processes for intelligent order entry and exception management.

Oracle Communications Provisioning generates Web screens that display all the relevant data needed to complete a task in an order or correct order fallout. These Web screens can be further optimized through a powerful set of usability features, including custom layouts that mimic existing forms, online help, tool tips, validation warning messages, and simultaneous multilanguage support. To eliminate cumbersome application switching, lookups can also be set to dynamically pull information from any number of systems or repositories. Finally, by combining the Web screens in a logical order, Oracle Communications Provisioning's Web-based wizard further simplifies the provisioning process into an uncomplicated, multistep flow-through process.

Improved Decision-Making Through Actionable Information

Oracle Communications Provisioning's user-centric and task-centric approach supports focused and process-oriented information views that are essential for effective provisioning management.

In business, access to high-quality, actionable, and timely information is critical for success. As the controller of millions of order facts, Oracle Communications Provisioning pulls together as much or as little of the provisioning picture as needed to enable responsive decision-making. The solution's open distribution of data helps ensure that complete and accurate order data is provided to the right users or systems at precisely the right time. A user or upstream system can query Oracle Communications Provisioning at any time to obtain a status update on one or more orders. Comprehensive audit data is also tracked for each order.

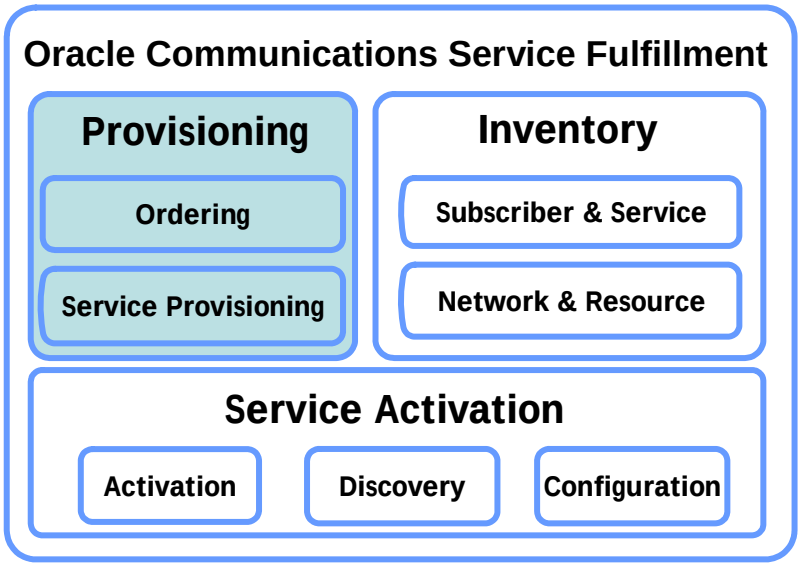
Oracle Communications Provisioning also offers powerful macro-level analysis capabilities. In particular, ad hoc queries and predefined reports can be set up to track order and task metrics. These reports can help you quickly identify bottlenecks and processes that are best-suited for greater automation.

Order-to-Activate Automation with Oracle Communications Service Fulfillment

Rapid service delivery and order-to-activate automation are often hampered by a fragmented service fulfillment approach caused by imperfect alignment between

disparate third-party OSS solutions. Oracle Communications Provisioning, when deployed as part of Oracle Communications Service Fulfillment suite, overcomes this common industry problem by streamlining integration efforts and maximizing efficiencies in the overall service fulfillment cycle.

Unlike piecemeal service fulfillment systems that require expensive integration work, Oracle Communications' modular service fulfillment suite simplifies the process of delivering bundled services over multiple technologies. Interactions between modules are rationalized to deliver order-to-activate automation and fail-safe tracking of dependencies. This approach accelerates service delivery times, reduces costs, and enhances the overall customer experience by providing you with full visibility into the entire provisioning process, including the ability to easily discern service availability, identify bottlenecks, and assign realistic due dates.



Oracle Communications Service Fulfillment suite

Industry-Leading Performance, Scalability, and Resilience

Market proven in many complex Tier 1 deployments worldwide, Oracle Communications Provisioning delivers impressive performance and scalability statistics.

Oracle Communications Provisioning is designed to meet the most-stringent performance and scalability requirements. Its robust, 100 percent J2EE meta-driven architecture is tuned to handle the demands of the largest Tier 1 carriers, including the ability to process millions of transactions each day for multiple services across multiple locations. It can also manage the highly complex service order and network buildout processes essential for next-generation service delivery.

Oracle Communications Provisioning can process millions orders per day—more than 200,000 orders per hour, 65 orders per second, and 400 automated tasks per second. It is also field proven to support more than 2,000 users.

Flexible and Evolutionary Path for Next-Generation Transformation

Service providers today are scrambling to update their networks and service structures to a next-generation platform that can meet the needs of the future. The challenge is how to achieve this goal, which can take years, without disrupting service or jeopardizing financial performance. Oracle Communications Provisioning, through its flexible and standards-based provisioning control architecture, takes the risk out of this complex process and supports a cost-effective and evolutionary approach to next-generation network/OSS transformation.

The cornerstone of this approach is Oracle Communications Provisioning's ability to process complex multiservice orders delivered on any combination of traditional, current-generation, and next-generation technologies. This flexibility enables you to retain legacy OSS assets that are still important to your business while at the same time make the strategic transition to a next-generation provisioning control platform. Oracle Communications Provisioning's ability to leverage provisioning data and processes from legacy OSS investments, and then abstract and insulate this complexity from upstream systems and end users, supports this co-existence. You can then gradually transition services, domains, and OSS systems to Oracle Communications Provisioning's common next-generation platform.

CONCLUSION

Oracle Communications Provisioning sets a new standard in multiservice, next-generation provisioning control and is at the forefront of service delivery innovation. Through its standards-based architecture, the solution evolves seamlessly with each new business development and facilitates network and OSS transformation with carriers around the world. Oracle Communications Provisioning is deployed by many Tier 1 service providers worldwide for a variety of complex, next-generation services, including IP, voice, VoIP, and broadband.

CONTACT US

For more information on Oracle Communications Provisioning, call +1.800.ORACLE1 to speak to an Oracle representative or visit oracle.com.



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Oracle Corporation
World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065
U.S.A.

Worldwide Inquiries:
Phone: +1.650.506.7000
Fax: +1.650.506.7200
oracle.com

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